



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office of the Assistant Secretary for Administration and Management

Directory of Products and Services

Fiscal Year 2006



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office of the Assistant Secretary for Administration and Management



In Fiscal Year 2006, the Program Support Center (PSC) will continue to move forward in a positive direction that is supportive of both the President's Management Agenda (PMA) and the Secretary's "One Department" Initiative. As the shared services provider for the Department of Health and Human Services and other Federal Agencies, we remain focused on continually improving our customer service, and ensuring that we provide our customers with competitively priced products and services that meet or exceed their quality expectations.

The PSC management continues to systematically analyze all of our business lines. The results of these analyses drive changes that enable us to improve the quality and cost-reasonableness of our products and services. Our efforts to become a "world-class" shared-services enterprise are a "work in progress." We will continue to re-engineer our processes, implement best business practices, form strategic partnerships, and improve operational efficiencies.

In an effort to improve customer service, the following tools are available to all PSC customers:

- PSC Directory of Products & Services – Is a publication that provides the Specific Provisions of each business line and the General Provisions from the PSC Service Level Agreement. The Specific Provisions include detailed descriptions of the products and services offered by the PSC, as well as points of contact, performance standards, and rate information for each business line. The Directory is available in both hard copy and online at http://www.psc.gov/aos/business/products_services.html. Additional hard copies can be acquired by contacting the PSC Business Office at (301) 443-0034.
- The Online Viewer application of the PSC Revenue, Invoicing and Cost Estimation System (PRICES) – Is a web-based application that allows PSC customers electronic access to their bill at any time. This application gives customers the ability to view individual invoices, monitor funding status, and provide online customer feedback. Throughout the year, customers can monitor actual usage against estimated demand by business line. Customers can access PRICES at <http://prices.psc.gov>. If you are a current PSC customer and do not have security access to the Online Viewer, please call the PSC Business Office and a Business Service representative will assign you a Login ID and Password as well as provide you with training.

The PSC is always looking for ways to improve its products and services, and appreciates your feedback relative to our current business lines. We are also receptive to exploring new strategic partnerships and/or expanding existing services to meet the additional needs of our customers. To share your thoughts and ideas on how we can better serve our customers, contact the PSC Business Office.

The PSC wishes to thank you for your business and for choosing us as your provider of services. We look forward to working with you in Fiscal Year 2006.

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ADMINISTRATIVE OPERATIONS SERVICE (AOS)

Director: John F. Aguirre
Phone: (301) 443-2516
E-mail: jfaguirre@psc.gov

The Administrative Operations Service (AOS) provides a wide range of administrative and technical services to customers within the Department of Health and Human Services and to other federal agencies, as well as corporate support to the PSC. Major service areas include: *Property Management*, including facilities management, space leasing, disposition of surplus federal property, and logistics services, including receiving, asset management, storage and disposal; *Technical Support*, including telecommunications, visual communications, printing and publications, reprographics, conference facilities, and mail and messenger services; and *Other Administrative & Corporate Support*, including Freedom of Information Act services, regional administrative support, Cooperative Administrative Support Unit, personnel security, ethics, competitive sourcing, and the PSC Business Office.

PROPERTY MANAGEMENT SERVICES

Asset Management (95612)

Utilizes an automated tracking system and barcode technology to ensure that accurate and complete accountability records are maintained; barcodes all qualified inventory received through the PSC Personal Property Facility (PPF) for customers and accepts reports from customer agencies for qualified material received directly at the customer's site; prepares and submits Federal Financial Management Improvement Act (FFMIA) reports to Finance; provides bar code scanners with web-based data download to assist property custodians in their inventory management responsibilities; advises activity when rotational inventories are due and performs mandatory three-year inventory review and additional yearly inventory checks for customer agencies; and calculates and advises of results and reports financial requirements to the accounting system.

Performance Standard: 75% of customer-entered data requiring property management team review will be acted on by the end of the first day after the data is entered. 100% will be acted on within 3 business days after the data is entered. At a minimum, this includes contacting the customer to correct data entered into the system.

Will assist customer activities in achieving annual inventory reconciliation with in excess of 98% accuracy.

Offered to: HHS

Service Fee: Original Acquisition Value under \$25,000: \$0.76 per item per month*
Original Acquisition Value over \$25,000: \$36.62 per item per month*

*Plus actual cost of additional customer-specific requirements.

Point of Contact: Martha Diskin
Phone: (301) 443-2224
E-mail: mdiskin@psc.gov

Building Operations (95615)

Provides building management, space acquisition, space alterations, leased space management, and physical security for customers located in PSC-delegated and GSA-controlled leased facilities in the Washington, DC Metropolitan area. PSC delegated buildings include Parklawn, Park and the 370 Personal Property Facility.

Services Include:

■ Building Management

Parklawn Building – Provides custodial services, utilities, waste management, recycling, energy management, landscaping, snow removal, window washing, pest control, environmental and fire safety services, lease administration, security and emergency planning, identification badge (ID) issuance, and parking administration. Provides physical security services 24/7 for the Parklawn Building, to include: contract guards for building access control and roving patrols, locks, card access, alarm monitoring, and closed circuit television. Develops customized post orders for new and existing posts as necessary, to meet customer needs. Maintains plans to address various levels of security determined by the Department of Homeland Security (i.e., Codes Orange and Red), which can be implemented immediately to ensure the safety of all employees.

Outbuildings – Building management services in outbuildings are tailored to customer needs and can include lease administration, service call management, environmental and building safety and consultation on operational issues and service contracts.

Performance Standards: 90% of service requests in both Parklawn and the Outbuildings will be responded to within 1 business day.

95% of security incidents in Parklawn will be responded to within 15 minutes.

Offered to: HHS

Service Fee: Delegated Buildings: \$12.50 per ft² per year*
Outbuilding Operations: \$0.35 per ft² per year*

*Plus actual contract costs, travel, overtime, and supplies.

Point of Contact: Service Call Help Desk
Phone: (301) 443-6340
Email: BuildingManagement@psc.gov

■ Space Acquisition

Coordinates turnkey projects for customers for all types of space, i.e., general office, warehouse, and laboratory facilities; serves as liaison between the customers and GSA to acquire space; participates in all phases of the project including design, procurement, and construction, coordination of direct contracts, occupancy, and lease administration.

Performance Standards: 95% of customer requests for services will be acknowledged within 2 business days of request.

Offered to: HHS

Service Fee: Included in Building Management fee.
Other customers, fee by agreement.

Point of Contact: John Hicks
Phone: (301) 443-2001
E-mail: jhicks@psc.gov

■ Space Alterations

Coordinates turnkey projects for alterations of space occupied by customers. Performs various types of alteration projects including executive suites, open office plans, warehouses, daycare, and laboratory facilities. Services include Lessor and GSA coordination, selection of designers and contractors, review of design intent and construction documents, scheduling of reviews, and facilitation of design and construction phase meetings. Construction drawings and cost estimates are done on the latest AutoCAD software. Project tracking is accomplished using a "Project Reporting and Analysis System."

Performance Standards: 95% of customer requests for alterations will be acknowledged within 2 business days of request.

Offered to: HHS

Service Fee: Included in Building Management fee.
Other customers, fee by agreement.

Point of Contact: Danny Painter
Phone: (301) 443-2001
E-mail: dpainter@psc.gov

■ Leased Space Management

Verifies monthly GSA rent bills for properties being leased by customers, for accuracy. Prorates rent bills for multi-tenant buildings. Other services provided include the assignment and utilization of space, preparation of rent budgets, and lease administration services.

Performance Standards: 95% of rent bills will be analyzed and processed within 1 week from the receipt.

95% of biannual rent budgets will be prepared within 1 week of request.

Offered to: HHS

Service Fee: Included in Building Management fee for tenants of PSC-delegated buildings. Other customers, fee by agreement.

Point of Contact: Joyce Chomko
Phone: (301) 443-2001
E-mail: jchomko@psc.gov

■ Outbuilding Security

Provides physical security services 24/7, including contract guards for building access control and roving patrols, locks, card access, alarm monitoring, and closed circuit television to all outbuildings serviced. Develops customized post orders for new and existing posts as necessary, to meet customer needs. Maintains plans to address various levels of security determined by the Department of Homeland Security (i.e., Codes Orange and Red), which can be implemented immediately to ensure the safety of all employees.

Performance Standards: 95% of security incidents in Outbuildings will be responded to within 30 minutes.

90% of permanent posts will be filled and post orders prepared within 1 week of request.

Offered to: All Federal Agencies

Service Fee: 3.5% of direct costs*

*Plus actual contract and equipment cost and actual travel, overtime, and supplies.

Point of Contact: David Hall
Phone: (301) 443-2714
E-mail: dhall@psc.gov

■ Shredding

Administers the pickup, transport, shredding, and recycling of sensitive paper material from customer locations. Uses an automated system for service requests, data collection, and billing. Provides lockable storage containers to customers for their convenience. Schedules biweekly material pickup and arranges for additional (unscheduled) collections upon customer request.

Performance Standards: 95% of orders placed on the biweekly schedule will be picked up by their due date.

90% of special orders placed for pickup on other than the biweekly schedule will be honored within 3 business days.

95% of telephone inquiries will be responded to within 1 business day.

Offered to: All Federal Agencies

Service Fee: \$0.1947 per pound

Point of Contact: Gale Hunt
Phone: (301) 443-6340
E-mail: ghunt@psc.gov

Real Property (95614)

Administers the Federal Surplus Federal Real Property Assistance Program for HHS. Transfers federal surplus real properties to be used for various public health programs, as well as homeless assistance programs provided by state and local government agencies and private nonprofit organizations.

Performance Standards: 95% of requests for application instructions for the acquisition of properties will be addressed within 3 business days of receipt.

Offered to: HHS

Service Fee: \$13.36 per budgeted FTE per year

Point of Contact: Eula Samuel
Phone: (301) 443-2265
E-mail: esamuel@psc.gov

Transshare (95618)

Provides transit subsidy media to Federal employees nationwide who use public transportation to travel to/from work and who meet all applicable requirements for program participation. Services include the processing of transit subsidy applications, purchase of media, and distribution of media to participants.

Performance Standards: 95% of applications will be processed within 10 business days.
95% of fare media will be distributed quarterly prior to effective date of media.

Offered to: All Federal Agencies

Service Fee: 4.5% of media value *

*Plus actual cost of media and express mailings to regional customers.

Point of Contact: Charlene Lewis
Phone: (301) 443-2414
E-mail: clewis@psc.gov

Transportation (95606)

Provides long term and daily rental vehicles for official business and executive transportation vehicles and services to authorized users; arranges bus and large van transport on an “as-required” basis. Manages HHS handicapped van and provides handicapped driver services to authorized users. Manages all vehicle reporting requirements.

Performance Standards: 100% of vehicles requested more than 24 hours in advance will be delivered to Parklawn or NIH sites, by 8:00 A.M. on the date of service.
90% of vehicles requested less than 24 hours in advance (contractual obligations may result in an additional charge for vehicles requested less than 24 hours in advance) will be delivered to Parklawn or NIH sites by 8:00 A.M. on the date of service.
100% of vehicles will be inspected for cleanliness and a full fuel tank.

Offered to: All Federal Agencies

Service Fee: GSA Leased Vehicle: \$257.18 per month per vehicle, plus GSA lease costs
Daily Vehicle Rental: \$28.76 per use per vehicle, plus actual rental cost
Handicapped Van Driver: \$56.68 per hour

Point of Contact: Bradley Foster
Phone: (301) 443-2623
E-mail: bfoster@psc.gov

Warehouse Operations (95605)

Provides logistics services related to general storage, labor services, product distribution, and property disposal.

Services Include:

■ General Storage

Provides secure short-term, long-term and new acquisition storage, delivery and disposal services.

Provides high-value item secured space with 24-hour video monitoring and climate controlled storage as available.

Performance Standards: 100% of surplus/excess property will be picked up and received for storage by close of business on the 3rd business day after receipt of a request for pickup.

97% of material delivered to the Personal Property Facility (PPF) will be processed and stored by close of business no more than 2 business days after receipt.

Offered to: All Federal Agencies

Service Fee: \$1.36 per ft² per month*

*Plus actual cost of additional customer-driven requirements.

Items that are received by the PPF but not stored are subject to a delivery charge (DC metro area) of the full labor service rate, not to exceed \$75.

Point of Contact: Brad Foster
Phone: (301) 443-2224
E-mail: bfoster@psc.gov

■ Labor Services

Provides manual labor to facilitate the pickup, transport and unloading of furniture and equipment associated with inter- and intra-office moves, as well as labor services for other non-personal service requirements.

Performance Standards: 85% of vendor shipments will be delivered to Parklawn customers within 2 business days. 100% will be delivered within 3 business days.

85% of internal material will be delivered and surplus property will be picked up by close of business the 2nd business day. 100% will be delivered or picked up by the 3rd business day.

Expedited jobs are acted on as staff becomes available, but are subject to an expedite surcharge (a percentage of the standard hourly rate) accrued for the time to complete the request.

Offered to: All Federal Agencies

Service fee: \$56.68 per hour*

*Plus actual cost of additional customer-driven requirements.

Point of Contact: Pat Hennighan (Parklawn)
Phone: (301) 443-2623
E-mail: phennighan@psc.gov

Sue Richardson (SW Complex)
(202)401-8651
srichardson@psc.gov

Phil Schneider (Personal Property Facility)
(301) 443-2963
pschneider@psc.gov

■ Product Distribution

Provides receipt, storage and distribution of customer-owned stock. Issues forms, letterhead, envelopes, memorandum stationery, publications and other material. Provides inventory control and management services and operates an integrated, internal shipping and handling service to move printed items that minimize customer-paid shipping costs; accepts new receipts and reports statistical data on inventory status, storage space utilization and fees, product utilization, postage/distribution costs, and customer demand history to customers as required. Maintains a Web site (<http://propshop.psc.gov>) for 24/7 electronic product ordering.

Performance Standards: 100% of orders will be shipped within 3 business days.

100% of premium or overnight service requests will be processed and shipped the same day, if received with sufficient time to arrange express delivery service.

100% of expedited or manually entered jobs will be acted on immediately, or in accordance with the customer's request.

Offered to: All Federal Agencies

Service Fee:	Web Streamed Distribution:	\$24.23 per line item*
	Bulk Distribution:	\$377.58 per line item*
	Mass Mail Distribution:	\$2.34 per mailing address*

*Plus actual postage costs. A one-time fee of \$3,100.00 may apply for Web/catalogue development. Expedited or manually entered jobs are subject to a surcharge.

Point of Contact:	Annie Herzog
Phone:	(301) 443-0082
E-mail:	ahertzog@psc.gov

■ Property Disposal

Provides collection, classification, documentation and disposal services for most surplus government equipment. Ensures disposals conducted in accordance with all regulatory and environmental requirements and interfaces with the asset management function to ensure the timely maintenance of accountable property records.

Performance Standards: 100% of property identified as surplus will be received at the Personal Property Facility (PPF) within 3 business days of the customer's request.

100% of property will be disposed of per GSA direction with 90% disposed of within 180 days or less.

Offered to: All Federal Agencies

Service Fee: Office Furniture: \$30.01 per piece*
IT Equipment: \$28.66 per piece*
Hazardous Materials: \$1,039.94 per piece*

*Plus actual cost of additional customer-driven requirements.

Point of Contact: Alvin Scott
Phone: (301)443-2224
E-mail: ascott@psc.gov

TECHNICAL SUPPORT SERVICES

Conference Services (95619)

Provides comprehensive conference/meeting facilities and services that are tailored to customer's individual needs. Conference services include rooms with telephone and LAN services, on-line scheduling of meeting space, coordination of logistics such as room set-up and clean-up, LCD and slide projectors, projection screens, laser pointers, TV monitors, VHS and DVD players, conference phones, lecterns, flip charts, markers, tape duplication, and video and audio recording. Provides video teleconferencing for an additional charge.

Performance Standards: 95% of conference room and service reservations will be confirmed via e-mail within 1 business day of request.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee:	Large Conference Room:	\$149.85 per hour
	Small Conference Room:	\$49.71 per hour
	Video Teleconferencing	\$150.00 per hour, in addition to room fee

Point of Contact: Joyce Young
Phone: (301) 443-0158
E-mail: jyoung@psc.gov

Departmental Forms Management (95624)

Administers the Department of Health and Human Services (HHS) forms management program, responsible for Department-wide initiatives, policy, and procedures governing the program. Provides for review, clearances, controls, numbering, and inventory for all official forms used within the Department. Serves as the focal point for HHS in the implementation of the Presidential Management Agenda (PMA) E-Forms Initiative and provides technical assistance and training to OPDIV Forms Management Officers (FMO). Assures compliance with policy and clearances required and/or mandated by OMB, CIO, ITSC, FOI (Privacy), and Records Management offices.

Performance Standards: 95% of the required reporting mandates and timelines will be met.

Offered to: HHS

Service Fee: \$9.62 per budgeted FTE per year

Point of Contact: Linda A. Gibson
Phone: (301) 443-2455
E-mail: lgibson@psc.gov

Graphic Arts (95620)

Provides consultation, design, and technical services for a wide variety of visual communication products, including writing and editing, layout, design and production of brochures, posters, web design, publications, exhibits, displays, presentations, signs, awards, flyers, plaques, and conference materials. Provides form analysis and design, including electronic automation in fill-able and Section 508-compliant formats. Provides a variety of photographic services that include on-location photography for special events, employee-of-the-month plaques, official portraits, and passport photographs. Provides film processing for color, black and white film; processing and mounting of 35mm slides.

Performance Standards: 95% of all orders will be assigned to a Specialist within 3 business days of receipt.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee: \$97.32 per hour*

*Plus actual overtime, travel, contract charges, and other related expenses. Expedited orders will be charged at the rate of \$146.28 per hour.

Point of Contact: Ralph Russell (Graphic Arts)

Phone: (301) 443-1090

E-mail: rrussell@psc.gov

Catherine Brown (Photography)

(301) 443-8677

cbrown@psc.gov

Mail Operations (95623)

Provides metering and twice-daily inter-office delivery and pickup of all categories of government documents/packages to Parklawn and outlying buildings, and the Southwest Complex offices in Washington, DC. Insures, registers, and certifies mail when appropriate; provides messenger and transportation services, inter-agency specials and foreign mail service, as well as small-package carrier and overnight service.

Performance Standards: 99% of properly addressed incoming and outgoing mail will be processed within 1 business day.

95% of metered mailed will be delivered to the United States Postal Service with correct postage affixed and legible.

Offered to: All Federal Agencies

Service Fee: \$0.22 per mail piece*

*Plus actual postage cost (USPS, Small Package Carrier)

Point of Contact: Bobbi Sue Cline

Phone: (301) 443-2447

E-mail: bcline@psc.gov

Printing Procurement (95625)

Provides printing procurement services in accordance with rules and regulations set forth by the Congressional Joint Committee on Printing and other guidelines. Provides technical advice, assistance, and estimates in all aspects of pre-planning, including composition and layout of publications and forms; professional page-layout programs; selection of paper stock, ink, and production method; and delivery schedules and their effect on cost. Develops highly technical printing and binding specifications for all types of products. Procures printing orders utilizing term contracts, simplified purchase agreements, and GPO contract services. Determines the appropriate class of mail for distribution in conformance with postal regulations. Provides monthly reports to all customers concerning bid costs associated with printing procurement orders.

Performance Standards: 95% of orders received will be procured within 4 business days.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee: 11% of actual procured value of the order*

*Expedited orders will be assessed a fee of 16% of procured value of the order.

Point of Contact: Ralph Russell
Phone: (301) 443-6740
E-mail: rrussell@psc.gov

Reprographics (95626)

Provides a variety of staffed reprographic services including high-speed digital reproduction of documents in black and white; electronic image production; a variety of bindery services; product distribution; and pamphlet and booklet making. Provides technical assistance and job planning. Maintains self-service copiers in walkup locations throughout the Parklawn Building and in the Hubert H. Humphrey Building.

Performance Standards: 95% of copying jobs received at staffed centers will be completed within 3 business days.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee: Jobs up to 25,000 copies: \$0.087 per copy*

Jobs over 25,000 copies: \$0.050 per copy*

*Plus actual cost of any special materials (such as bindings, etc.). An expedite fee of 25% of the total cost (excluding materials) of the order will be charged for rush orders.

Point of Contact: Ralph Russell
Phone: (301) 443-6740
E-mail: rrussell@psc.gov

Telecommunications Management (95629)

Provides telecommunications project management; establishes and manages partnerships with customers and vendors; serves as liaison with customer telecommunications managers and co-chairs customer-based Steering Committee. Manages voice mail system; oversees maintenance to the desktop; develops solutions to fill customer needs; evaluates proposals from contractors to provide state-of-the-art equipment and services; and provides management and oversight of domestic and international long-distance services. Provides centralized billing for telecommunications dial-tone, voice mail, adds/moves/changes, and telecommunications equipment; is dedicated to providing error-free bills for all customers and, at a high level, monitors vendor invoices to ensure accuracy and contract compliance.

Performance Standards: 95% of all trouble calls will be cleared within 1 business day.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee: \$37.76 per line per year*

*Plus actual cost of equipment and service usage.

Point of Contact: Mike Pravlik
Phone: (301) 443-8600
E-mail: mpravlik@psc.gov

Telecommunications Services (95627)

Provides voice and data telecommunications technical design and support for equipment and services (including voice mail). Acquires cost-effective, responsive, and flexible telecommunications products and services for customers within the National Capital Region (NCR). Provides liaison between our customers and the telecommunications vendors, and project management and implementation. Provides domestic and international calling cards, toll-free services, FTS 2001 domestic long-distance and international long-distance connectivity. Provides advice and assistance for audio conference calls and customer billing issues resulting from direct bills from vendors.

Performance Standards: 95% of telephone service requests involving 10 or fewer stations will be processed within 4 business days of receipt.

95% of requests for products or services will be fulfilled without a documented valid customer complaint.

Offered to: All Federal Agencies

Service Fee: \$91.17 per line per year*

*Plus actual cost of equipment and service usage.

Point of Contact: Mike Pravlik
Phone: (301) 443-8600
E-mail: mpravlik@psc.gov

OTHER ADMINISTRATIVE SERVICES

Board for Correction (95209)

Manages and conducts the process for United States Public Health Service Commissioned Corps officers to appeal for the correction of their official personnel records due to an error or injustice. Establishes and maintains an active Board for review of submissions. Staffs submissions through appropriate offices, such as General Counsel and Office of Commissioned Corps Operations, as necessary. Documents Board proceedings and prepares correspondence to applicants of Board decisions. Board staff provides timely and accurate advice and assistance to Board members

Performance Standards: 95% of cases will be forwarded by the Board to the appropriate parties within 5 business of receipt.

Offered to: HHS

Service Fee: \$20.47 per Active Duty Commissioned Corps Officer per year

Point of Contact: Dan Clutch

Phone: (301) 443-6268

E-mail: dclutch@psc.gov

Business Services (95207)

Provides a variety of business services such as budget formulation, cost center financial analysis, Service Level Agreements, and costing/pricing support to Service and Supply Fund entities. Performs system administration in the PSC Revenue, Invoicing and Cost Estimation System (PRICES), to include: ensuring all personnel are loaded for labor costing and that all non-labor categories are available for all cost centers; working with customers to establish annual rates; setting up annual billing structure; issuing passwords for viewing of system management reports; and providing access to the online viewer for monthly customer bills. Ensures availability of PRICES invoicing modules for billing and that all cost centers have billed properly. Performs automated monthly billing on behalf of the customer and facilitates resolution of billing disputes. Provides PRICES user training.

Performance Standards: 98% of final monthly reports, as well as Customers' "Final" online bill will be available no later than the 7th business day of each month.

98% of Login IDs and Passwords will be issued no later than 1 business day from receipt of request.

100% of fixed billing items will be entered into the billing system prior to the cut-off date.

Offered to: All Federal Agencies

Service Fee: \$138.88 per hour*

*Plus actual cost of additional customer-specific requirements.

Point of Contact: PRICES Help Desk

Phone: (301) 443-0034

E-mail: prices@psc.gov

Child Development Center Services (95105)

Provides leadership, direction, and guidance for the Healthy Beginnings Child Development Center (HBCDC). The Center provides quality on-site childcare for children of HHS employees. Services ensure that HHS establishes and maintains a high-quality childcare center, which includes an appropriate curriculum, adequate and quality staff, and efficient administration of the operation. Service also provides maintenance and security of the HBCDC facility, with an enrollment capacity of 120 infant, toddler, and preschool - age children. Provides general information and responds to inquiries regarding the childcare program. Develops plans to promote and publicize the program offered. Ensures that HHS employees will have day care enrollment priority. Maintains CFC designation and hosts annual fundraisers.

Performance Standards: 98% of parent calls and requests for conferences will be responded to within 1 business day and will work with both parties to resolve issues.

Action to replace Board members who resign will be initiated within 1 business day
100% of the time.

Offered to: All Federal Agencies

Service Fee: \$242.80 per dependent child enrolled per month

Point of Contact: Lenora Porzillo
Phone: (301) 443-0055
E-mail: lporzillo@psc.gov

Cooperative Administrative Service Unit (CASU)

The PSC is the Lead Agency for three CASUs, reimbursable entities who provide a variety of high quality support services to Federal agency customers nationally.

PSC-sponsors the following CASUs:

■ The Mid-America CASU in Kansas City, MO

Point of Contact: Ken Truax
Phone: (816) 426-3501
E-mail: ktruax@psc.gov

■ The Rocky Mountain Regional CASU in Denver, CO

Point of Contact: Debbie Flores
Phone: (303) 236-8315
Web site: <http://www.rmrc.casu.gov>

■ The Mid-Atlantic CASU in New York City, NY

Point of Contact: Diana Casale
Phone: (212) 264-0722

For a complete list and description of the CASU services or to place a request for service, please contact the CASU directly.

Employee Related Programs (95208)

Provides technical and financial support for the programs and cultural events sponsored by HHS and offered to employees Department-wide on behalf of the OPDIVs. This includes events such as: Combined Federal Campaign (CFC), blood drives, savings bond drives, Bring Your Child to Work Day, Diversity Day, World Aids Day events, health fairs, etc.

Offered to: HHS only

Service Fee: Allocation of actual costs to OPDIVs by population

Point of Contact: PSC Business Office
Phone: (301) 443-0034

Freedom of Information Act (FOIA) Services (95101)

Responds to all requests for records in the custody and control of any components of the Office of Public Health and Science (OHPS), the PSC, and the Rockville, Atlanta, and Baltimore Human Resource Centers and makes determinations on whether to release or deny the records; responds to all requests for records that involve more than one of the PHS agencies and the PSC, including its records in the regions; responds to all administrative appeals that are filed as a result of a requester receiving a denial by one of the public health agencies or the PSC; responsible for working with the Office of the General Counsel and the assigned Assistant United States Attorney to resolve FOIA litigation initiated as a result of a FOIA denial or appeal involving any of the public health agencies or the PSC; provides FOIA training and consultation to OPHS and PSC programs; and provides FOIA consultation to all of the public health agencies.

Performance Standards: 95% of requests and appeals will be logged into the tracking system and interim letters generated to the requesters/appellants identifying the assigned case numbers and office contact information within 1 business day of receipt.

95% of requests and appeals will be controlled to appropriate OPDIVs to begin a search and duplication of responsive records within 1 business day of receipt.

Offered to: HHS

Service Fee: \$54,236.52 annually per agreement per participating OPDIV

Point of Contact: Darlene Christian

Phone: (301) 443-5252

E-mail: dchristian@psc.gov

Personnel Security (95210)

Provides complete personnel security services to include advising on appropriate position sensitivity, processing background investigations, adjudicating cases with issues, taking digital fingerprints, verifying previous background investigations, processing special agreement checks, and providing consultation services for personnel security issues.

Services Include:

■ Background Investigations

Reviews personnel suitability and security forms for completeness prior to submission to Office of Personnel Management (OPM) for investigations. Processes waivers of pre-employment security investigations. Initiates pre-employment and periodic reinvestigations as required. Fingerprints employees and contractors, out-processes personnel to include debriefing. Adjudicates personnel suitability cases. Verifies background investigations for issuance of building passes.

Performance Standards: 90% of personnel suitability and security forms will be submitted to OPM within 3 business days.

95% of personnel suitability cases will be adjudicated within 10 business days of receipt of case records from OPM.

Offered to: All Federal Agencies

Service Fee: \$96.15 per request*

*Plus actual cost of OPM investigation.

Point of Contact: Dan Clutch
Phone: (301) 443-6268
E-mail: dclutch@psc.gov

■ Consultation/Operations

Provides full-scope personnel security services for customers. Provides advice and counsel on personnel security issues. Administers foreign travel approval and briefing program for customers. Develops tailored procedures for administering customers' personnel security program.

Performance Standards: 95% of consultations will be completed within the agreed timeframe.

Offered to: HHS

Service Fee: \$108.29 per hour

Point of Contact: Dan Clutch
Phone: (301) 443-6268
E-mail: dclutch@psc.gov

■ Digital Fingerprinting and Special Agreement Checks

Provides a la carte electronic and digital scanning fingerprinting services for Federal employees and contractors. (Note: electronic and digital scanning is included for processing background investigations.) Administers a variety of Special Agreement Checks (SACs) requiring electronic fingerprints.

Performance Standards: 99% of submitted digital fingerprints will be classifiable.

95% of the results of FBI Criminal Records Checks will be provided to the customer within 3 business days of submission of electronic fingerprints to OPM.

Offered to: All Federal Agencies

Service Fee: \$29.84 per request*

*Plus actual cost of OPM investigation.

Point of Contact: Dan Clutch
Phone: (301) 443-6268
E-mail: dclutch@psc.gov

Regional Support (96631)

Provides administrative services to HHS staff in the ten regional offices in Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City, Denver, San Francisco and Seattle. Services offered include facility, space planning, personal property, telecommunications, mail, office automation, and miscellaneous administrative support services.

Performance Standards: 95% of all customer requests/inquiries for assistance will be responded to within 1 business day.

Offered to: HHS

Service Fee: Actual cost allocated by population served

Point of Contact: Lisa Buzzuro
Phone: (301) 443-2518
E-mail: lbuzzuro@psc.gov

BUSINESS TECHNOLOGY OPTIMIZATION (BTO)

Director: Jack Stoute, Acting
Phone: (301) 443-2365
E-mail: jstoute@psc.gov

Information Technology Consulting Services (91109)

Provides consultation services to identify, develop, and implement Information Technology (IT) solutions that will assist HHS organizations in maximizing return on IT investments and ensuring IT solutions are supportive of strategic business goals. In addition, IT security consultation services are provided in the areas of certification and accreditation (C&A), IT security training, FISMA audits, security test and evaluation (ST&E), and IT Continuity of Operations (COOP) in compliance with Federal guidance.

Performance Standards: Will meet project plan milestones 95% of the time.

Will deliver a quality project within budget 90% of the time.

Offered to: HHS

Service Fee: \$130.55 per hour

Point of Contact: Jack Stoute
Phone: (301) 443-2365
E-mail: jstoute@psc.gov

FINANCIAL MANAGEMENT SERVICE (FMS)

Director: Larry Bedker
Phone: (301) 443-1478
E-mail: lbedker@psc.gov

The Financial Management Service (FMS) serves as a major part of the foundation of the Department's finance and accounting operations through the provision of grant payment management services, accounting and fiscal services, debt management services, and rate review, negotiation, and approvals for departmental and other federal grant and program activities to HHS and other federal departments. Fiscal advice, as well as technical and policy guidance, is also available to assist in implementing new initiatives towards assuring compliance with regulatory requirements.

Accounting Services (92405)

Provides a full range of financial and accounting services including commitment and fund accounting, funds control, disbursements, preparation of financial statements, all types of reporting, and assistance with financial problem solving, and program design. FMS is able to offer its customer agencies assurance that all Federal financial management system requirements are applicable Federal accounting and transaction standards are met. FMS uses the Core Accounting System (CORE), an on-line, real-time mainframe application that accepts both manual and electronic input, performs accounting edits and validations, and produces accounting transactions for the general ledger and subsidiary ledgers. The FMS accounts for all costs, obligations, disbursements, advances, receivables, expense and revenue accruals, and supports administrative control of funds. Both standard and custom-designed reports are available in hard-copy and electronic format, and customers are provided extensive on-line query capabilities. In addition, CORE reports can be accessed via the Web and the data downloaded to an Excel spreadsheet for local use.

Performance Standards: Will prepare audit quality annual financial statements within required timeframes 100% of the time.

99% of financial reports will be submitted within Treasury/OMB Published Deadlines after the end of the covered period (e.g., monthly, quarterly, and yearly).

90% of accounting events will be recorded — within 2 business days of receipt of electronic transactions and within 3 business days of receipt of valid hard-copy documents.

Will close fiscal year within 15 days of year-end 100% of the time.

Will meet Treasury goal of issuing 100% of eligible disbursements electronically.

Will exceed the OMB objective of paying at least 95% of invoices on time.

Offered to: HHS only

Service Fee: \$8.47 per non-ADP transaction
\$1.61 per ADP transaction

Point of Contact: Vincent Watson
Phone: (301) 443-6426
E-mail: vwatson@psc.gov

Cost Allocation/Indirect Cost Negotiations (92401)

The Department of Health and Human Services (HHS), through the Division of Cost Allocation (DCA) is designated by the Office of Management and Budget (OMB) as the cognizant Federal agency for reviewing and negotiating facility and administrative (F&A) rates (also known as indirect costs rates), fringe benefit rates, special rates as determined to be appropriate, research patient care rates, statewide cost allocation plans and public assistance cost allocation plans. The DCA provides these services on behalf of Federal granting and contracting agencies nationwide based on the legal requirement for grant- and contract-issuing agencies to review cost allocation methods and practices of entities receiving federal grant and contract funds. This service helps assure that indirect cost rates paid by the Federal Government are legally sound, fair, and equitable.

Additional services provided by the DCA include resolving audit findings on cost allocation plans and indirect cost rates; providing guidance on matters affecting grant programs; providing recommendations on improving grantee accounting systems, and assistance in developing government-wide and department-wide accounting policies, procedures, and regulations.

Performance Standards: 85% of cost rate proposals will be reviewed and negotiated within 6 months of receipt.

85% of Statewide and Public Assistance cost allocation plans will be reviewed and negotiated within 12 months of receipt.

Offered to: All Federal Agencies

Service Fee: \$112.12 per hour*

*Plus additional customer-specific requirements

Point of Contact: Paul Nacon
Phone: (202) 401-2799
E-mail: pnacon@psc.gov

Debt Collection Center Services (92404)

Provides a full range of state-of-the-art debt management and collection services covering virtually all types of receivables. Services include: account maintenance; credit card processing; demand, custom letter, and account/billing statements; lockbox facilities; referring delinquent accounts to commercial debt collection agencies; referring health profession claims for Medicare and Medicaid participation exclusion; referring debts to the Department of Justice for enforced collection; referring debts to the Treasury Offset Program for administrative offset; referring debts to Treasury for cross servicing; reporting debts to credit reporting agencies; report preparation, both regulatory and ad hoc; and 1099C reporting and 1098E reporting to IRS.

The PSC is a Treasury-designated Debt Collection Center.

Performance Standards: 95% of delinquent debts are referred to the Treasury Offset Program (TOP) within 180 days of the date of delinquency (assumes proper due diligence).

95% of eligible health professions debts are referred to the Office of the Inspector General for exclusion from participation in Medicare within 60 days of request by the Department of Justice.

Will issue Form 1099C, cancellation of indebtedness, to eligible health profession debtors and will report the written-off debt to the IRS (due dates vary by tax year) 100% of the time.

99% of all collections are deposited to the Department of the Treasury within 1 business day of receipt.

Offered to: Due diligence services (notification and duration) are available to all Federal Agencies.

Full-scope debt management services are available to HHS only.

Service Fee: \$222.23 per hour*

*Debt Collection Center costs are offset against collections to the extent provided by law. Costs not offset against collections are charged to customers based on labor hours and directly related overhead devoted to the specific portfolio.

Point of Contact: Don Pooton
Phone: (301) 443-9237
E-mail: dpooton@psc.gov

Payment Management (Grant) Services (92402)

Provides grant payment, cash management, and grant accounting support services utilizing the Payment Management System (PMS). PMS is a custom-developed, state-of-the-art, grant financial management system. It is one of only two grant payment systems for civilian agency use as approved by the Federal Chief Financial Officers Council.

Funds requests are submitted and processed on-line through the easy-to-use PMS payment request functions. All payments are completed by electronic funds transfer to the grantee's bank account the following day (or the same day, if necessary). The PMS ensures customer grant-awarding agencies that Federal cash management goals are met by systematically managing the disbursement of funds to coincide precisely with recipient fund requirements.

Electronic financial reports and supporting accounting transactions are promptly provided to grant-awarding agency customers enabling better management of grant activities, timely and accurate financial statement reporting, and enhanced support for program decision making processes.

Performance Standards: 95% of grant payment requests will be processed and delivered the next business day.

95% of the time the Payment Management System is available for customer input each business day from 7:00 A.M. to 6:30 P.M. EST.

Fully accurate management reports will be available within 5 days of month's end 90% of the time.

Offered to: All Federal Agencies

Service Fee: \$81.08 per Type 2 document*

*Type 2 documents are issued to universities, hospitals, and non-profit organizations.

Point of Contact: Philip J. Giza

Phone: (301) 443-2012

E-mail: pgiza@psc.gov

Payroll Accounting Services (92408)

The FMS performs payroll accounting services for the Department for both Civilian and Commissioned Corps payrolls. This includes: payroll reconciliations; the collection and disbursement of various payroll items such as income taxes and unemployment benefits; and reporting of those items to the Treasury, States, Internal Revenue Service and the Department of Labor. The FMS also prepares the monthly Statement of Transaction (SF-224).

The FMS operates and maintains the Accounting for Pay System (AFPS) interface which provides a systematic interface of payroll accounting information necessary to account for disbursements, obligations, and accruals for personnel costs. This interface results in the production of accounting transactions and expenditure control reports to accomplish accounting requirements. The AFPS provides the customers with the on-line capability to manage payroll costs at the Common Accounting Number (CAN) level as well as change the distribution of costs as deemed necessary.

Performance Standards: The payroll SF-224 to be submitted to Treasury within 3 business days of the following month 95% of the time.

Payroll name list and cost summary reports will be produced within 5 business days of receipt of payroll data 95% of the time.

Upon receipt of data tapes, monthly FTE reports will be produced within 5 business days of receipt of pay roll data 95% of the time.

Offered to: All Federal Agencies

Service Fee: \$32.68 per W-2 per year

Point of Contact: Vincent Watson
Phone: (301) 443-6426
E-mail: vwatson@psc.gov

FEDERAL OCCUPATIONAL HEALTH SERVICE (FOH)

Director: Lillian Koenig, Acting
Phone: (301) 594-0250
Email: lkoenig@psc.gov

The Federal Occupational Health Service (FOH) provides comprehensive, high-quality, customer-focused occupational health services in strategic partnership with Federal agencies nation-wide to improve the health, safety, and productivity of the Federal workforce. Services include health and wellness programs, employee assistance, work/life services, and environmental health and safety services.

Employee Assistance Services

Provides a wide variety of Employee Assistance Services, Specialized Behavioral Health Services, and Work/Life Services by well qualified professionals to help Federal managers and their employees resolve problems that may adversely impact their work performance, conduct, health, and well-being. These services are designed to help employees manage their work and personal lives and to help employers and employees adapt to workplace changes, leading to increased workplace productivity.

Performance Standards: 100% of requests for services from eligible/covered employees are responded to within 2 hours.

100% of requests from supervisors for critical incident stress management services are responded to within 1 hour.

100% of requests for alternative dispute resolution services are acknowledged and responded to within 1 business day.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon services/mix of services desired, method of access to services, and utilization rate.

Point of Contact: Doug Mahy
Phone: (214) 767 3030
E-mail: dmahy@psc.gov

Services Include:

■ **Employee Assistance Program (EAP) Services (01502)**

Provides licensed, professional counselors to assist employees with any type of personal and workplace problem. Overcoming the problems faced by employees results in a healthier, more productive and effective workforce. Counselors are located in more than 200 counseling offices in Federal buildings across the country as well as in private offices through a vast network of “affiliate” counselors in over 15,000 locations across the country and overseas. Services include confidential face-to-face initial assessments, short-term counseling, referral and follow-up services for specialized or long term treatment. Services are tailored to the specific needs of Federal agencies and their employees, and include access to services through a professionally staffed call service center 24 hours a day, 365 days a year. Other features include information via the FOH EAP Web site, on-line substance use and misuse education, quarterly newsletters, employee orientations, supervisory training and consultations, health and wellness presentations, critical incident stress management services, service delivery reports, financial and legal services, identity theft prevention and recovery services, and dedicated services for law enforcement personnel.

Support is provided related to:

- Family relationship issues
- Workplace concerns
- Alcohol and drug problems
- Personal and emotional difficulties
- Health and behavioral issues

■ **Specialized Behavioral Health Services (01505)**

Provides a wide variety of specialized behavioral health services including:

- **Organizational Development Services** that help Federal managers assess and resolve broader organizational issues through application of managerial and behavioral strategies adapted to the rapidly changing workplace.
- **Alternative Dispute Resolution Services** that utilize proven conflict management techniques such as facilitation, negotiation, mediation and arbitration to resolve workplace conflicts.
- **International Employee Assistance Program Services** to support Federal government employees and their families living and working overseas.
- **Disability Management Services** that benefit both Federal agencies and employees by helping employees return to productive work as quickly as is appropriate after an injury or illness.

■ **Work/Life Services (01507)**

Provides trained specialists with education and experience in various work/life fields such as gerontology, adoption, and child development. Confidential consultations and pre-screened referrals are provided to employees and their families via telephone and online 24 hours per day, 365 days per year. Work/life services help today's employees manage their workload, live fuller, more productive lives, and avoid burnout and stress-related health issues. Services include a comprehensive website with resources and information, educational materials, seminars, monthly newsletters and service delivery reports.

Support is provided on such life events and challenges as:

- Elder care
- Child care
- Adoption
- Becoming a parent
- College and technical school
- Summer programs
- Financial aid
- Relocation
- Career development
- Convenience services
- Retirement planning

Environmental Health Services (01503)

Provides environmental health, industrial hygiene and safety consultations and services by well qualified, well informed and fully empowered representatives to help Federal managers establish and maintain safe, healthy, and productive work environments, and to comply with OSHA and EPA regulatory compliance mandates. FOH also manages three fully equipped and accredited reference laboratories. These state-of-the-art laboratories offer both sampling and analytical support services, and specialize in industrial hygiene, environmental, microbiological, as well as asbestos and other fine particle analyses.

Services include but are not limited to:

- Indoor air and water quality assessments
- Hazard assessments
- Asbestos and lead detection, monitoring and abatement
- Safety assessments and training
- Environmental surveys
- Personal protective equipment program development and implementation
- Hearing conservation consultations and assessments
- Hazard communication program development and implementation
- Emergency response plan development and training
- Food sanitation and service inspections
- Ergonomic assessments and program development
- Analytic services

Performance Standards: 93% of requests for environmental field work are met by the negotiated due date.

93% of environmental assessments are provided in a written report delivered by the negotiated due date.

In response to requests for assistance in times of emergencies or disasters, equipment including personal protective equipment, supplies and personnel will be provided within negotiated timeframes 100% of the time.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon services/mix of services desired.

Point of Contact: Captain Douglas Pickup

Phone: (214) 767-3603

E-mail: dpickup@psc.gov

Health and Clinical Services (01501)

Provides a wide variety of occupational health and preventive clinical services through licensed, credentialed health and wellness professionals. Services include management of on-site Occupational Health Centers, Wellness/Fitness Centers, and many other specialized health services that help Federal managers and their employees monitor and manage a myriad of health risks and occupational hazards that help ensure their safety and improve their health, and well-being.

Performance Standards: 97% of requests for services from eligible/covered employees will be responded to within 1 business day of the request.

97% of requests from agency managers for occupational health consultations and services will be responded to within 1 business day of the request.

Offered to: All Federal Agencies

Service Fee: Cost is dependent upon services/mix of services desired and employees to be covered.

Point of Contact: Captain Mark Delowery, DO, MPH

Phone: (215) 861-4114

E-mail: mdelowery@psc.gov

Services Include:

■ Occupational Health Center Services

Designs and manages Occupational Health Centers for Federal agencies and their employees throughout the country. FOHS currently manages over 270 such Occupational Health Centers located in or near Federal buildings. These Centers are managed and staffed by highly qualified healthcare personnel and are open to all eligible/covered employees during the government's regular business hours or on a schedule mutually agreed upon with the customer agency or agencies.

Health and wellness services provided in these Centers include:

- Emergency response
- Walk-in/first aid care
- Doctor-prescribed services
- Health and education programs
- Immunizations
- Preventative screenings
- Health risk appraisals

■ Specialized Health Services

Provide a wide range of customized health and wellness services through its Occupational Health Centers and/or through its nation-wide network of more than 2000 affiliated private providers and clinics.

Services include:

- Fitness-for-duty, pre-placement and return-to-work exams
- Medical surveillance exams
- Smoking cessation programs
- Automated external defibrillator program development and implementation
- Injury prevention and disability management consultation
- Drug-free workplace program
- Law enforcement medical services
- Development of medical standards
- Database tracking and trend analysis

■ Wellness/Fitness Services

Provides a comprehensive range of services designed to promote physical fitness and healthy lifestyles that can reduce stress, absenteeism, and health care costs, and in turn enhance productivity.

Services include:

- Design, development, staffing and management of on-site fitness centers
- Design and development of customized wellness and fitness programs
- Selection, purchase, and maintenance of fitness equipment
- Fitness assessments and pre-participation screenings
- Wellness/fitness seminars on such topics as weight management, nutrition, and stress management.

HUMAN RESOURCES SERVICE (HRS)

Director: Carol Arbogast
Phone: (301) 443-1200
E-mail: carbogast@psc.gov

The Human Resources Service (HRS) provides an extensive array of human resource system and reporting enterprises (including administration and management) for Department of Health and Human Services (HHS) Civilian and Commissioned Corps employees. HRS provides compensation and medical benefits support services to active duty and retired Commissioned Corps officers. HRS also serves as a liaison between the new Civilian payroll service provider, Defense Finance and Accounting Service (DFAS), and HHS employees. HRS provides EEO services, policy, commemorative events, and investigations for the PSC and its customers. In addition, HRS manages the HHS University, which provides opportunities for skill and career development including common needs training and implementation of the learning management system for the Department.

Commissioned Corps Support Services (94301)

Provides a variety of administrative services in the areas of compensation and medical affairs to uniformed officers serving in HHS and other Federal Agencies.

Offered to: OPHS and Other Federal Agencies

Service Fee: Actual cost per agreement based on specific customer needs

Point of Contact: Carol Arbogast
Phone: (301) 443-1200
E-mail: carbogast@psc.gov

Services Include:

■ Compensation

Administers a system of basic pay, allowances, and special/incentive pay for active duty Commissioned Corps officers of the United States Public Health Service. Administers a system of retired pay and survivor pay for retired officers and annuitants respectively. Processes payroll deductions and allotments. Administers a wide range of benefit programs. Interfaces with the DoD to coordinate pay benefits in concert with DoD policies and procedures. Provides analysis of the pay system including administering an actuarial analysis contract as required by Congress on retirement pay. Administers the survivor benefits and officer retirement programs. Coordinates with the Department of Veterans Affairs (VA) for the Service members' Group Life Insurance (SGLI).

Performance Standards: 99% of W2s will be issued and mailed by January 31 of each year.

99% of salary checks will be issued by official payday.

100% of salary checks not issued by official payday will be processed within 5 business days.

99% of customers will be provided a response to routine inquiries regarding pay matters within 2 business days.

■ Medical Affairs

Provides administrative management and direction concerning medical issues. Provides counsel to programs regarding officers with sick leave and medical issues. Monitors aftercare compliance in cases of alcohol or other substance abuse. Provides authorization and payment of bills relating to medical and dental care for officers in emergency situations and pre-authorized care not covered under the TRICARE benefit. Serves as secondary appeals authority if payment is denied by TRICARE. Provides case management services for officers in assigned locations distant from Uniformed Service Medical Treatment Facilities (USMTFs) while deployed, on travel or on leave status. Arranges for travel and initiates process for reimbursement of Agency funds for travel incident to medical care. Assists officers in obtaining essential health care in Federal and non-Federal treatment facilities. Maintains all active duty health records. Coordinates PHS medical care activities with the other Uniformed Services. Initiates process for reimbursement for dependents' and retirees' health care through TRICARE.

Performance Standards: 99% of clean claims will be processed by Medical Affairs Branch within 5 business days of receipt (Claims are either certified, forwarded to TRICARE, returned to the provider for correction/completion, or medical records are requested in this timeframe. Clean claims denote claims that are correct, complete, legible, and ready to be processed.)

99% of customer requests for information will be responded to within 2 business days.

EEO Complaint Investigations (94211)

Manages and assigns the contracts for outside contractors to investigate Equal Employment Opportunity (EEO) complaints and to serve as EEO Counselors and to prepare final agency decisions. Serves as the Contracting Officer/Technical Representative for the contracting of EEO complaint services to include investigations within HHS. Coordinates activities between contractors and OPDIV EEO offices and management to ensure that complaints investigations, contract EEO counseling, and drafting of final agency decisions are handled expeditiously and result in a quality product. Reviews EEO investigations for quality control.

Performance Standards: 95% of customer requests for assistance will be responded to within 2 business days.

90% of EEO complaints will be assigned investigators and investigations completed within 120 calendar days of receipt of request for investigation, except when complaints are amended pending completion of the investigation.

95% of contracts will be in place to allow for the investigations of complaints at least 15 calendar days after the beginning of the fiscal year.

Offered to: HHS

Service Fee: \$1,192.61 per case*

*Plus additional customer-specific expenses and cost of contract.

Point of Contact: Donald L. Inniss

Phone: (301) 443-1972

E-mail: dinniss@psc.gov

EEO Services (94213)

Provides services that encompass complaints prevention, resolution, processing, and adjudication. Services include providing advice to both managers/supervisors and employees on Equal Employment Opportunity (EEO) matters; designing, developing, and implementing affirmative employment programs; conducting workforce analysis for the purpose of developing targeted goals and corrective solutions to systemic employment problems; providing advice and assistance to managers on strategies to meet diversity goals in order to ensure inclusiveness in the workforce; managing special-emphasis programs and departmental minority initiatives; and conducting special commemorative observances.

Performance Standards: 95% of EEO counseling requests will be responded to within 2 business days.

Will meet or exceed the 180-day timeline for processing complaints of discrimination in 90% of the formal complaints filed.

Will ensure Alternative Dispute Resolution (ADR) services are offered to 100% of complainants upon receipt of an informal or a formal complaint of discrimination.

Will notify customers of special observances and events at least 10 business days in advance for 93% of all observances and events.

95% of reasonable accommodation requests (e.g., a sign language interpreter) will be responded to within 3 business days.

Offered to: HHS

Service Fee: \$494.38 per FTE per year*

*Plus additional customer-specific expenses

Point of Contact: Donald Inniss
Phone: (301) 443-1972
E-mail: dinniss@psc.gov

Enterprise Applications (EAD) (94215)

Services include systems activities for the Civilian and Commissioned Corps employees of the Department of Health and Human Services (HHS) and maintenance and operation of the systems housing current and historical pay and leave records for HHS employees.

Offered to: Currently HHS only

Service Fee: \$407.26 per W-2 for civilian processing only

Point of Contact: James Martin
Phone: (301) 504-3080
E-mail: jmartin@psc.gov

Services Include:

■ EHRP Services

State-of-the-art solution for human resources, benefits, and payroll systems administration in HHS. Provides managers and HR specialists with on-line capability for position management, personnel action request (PAR) processing, base benefits processing, awards processing, report generation, and access to employee data.

Performance Standards: 95% application availability, excluding scheduled maintenance and network outages.

Will provide timely quality ad hoc reports that fully meet requirements of the client 95% of the time.

■ Help Desk Support

Provides centralized management of help desk calls for payroll, timekeeping, PSC supported time and attendance system issues, and Enterprise Human Resource and Payroll (EHRP) issues.

Performance Standards: 90% of help desk calls and inquiries will be responded to within 3 hours.

85% of problems will be resolved within 3 business days.

■ HR Systems Processing

Establishes a stable operating environment for applications and interface processing including file and database backup, file retention, file and software security, operating schedules, system recovery, and restart. Operates a production-certified computer applications system. Delivers systems products. Establishes and maintains change management tracking and software version management and provides auditable change management and version management processes.

Performance Standards: 99% of W2s will be issued and mailed within 15 business days following the end of tax year.

Systems are maintained and operated within established schedules

90% of all systems changes will be adequately documented to meet audit requirements.

HHS University (94212)

Provides employee development programs and common needs training for federal employees.

Performance Standards: 95% of training confirmations will be sent within 5 business days.

95% of training nominations will be processed within 5 business days.

Meet or exceed a satisfaction rating of 4.5 (on a scale of 5) by students.

Offered to: All Federal Agencies

Service Fee: \$113.97 per W-2*

*Plus actual cost of service

Point of Contact: Kathleen James

Phone: 301-443-4801

E-mail: kjames@psc.gov

Services Include:

■ Career Development Programs

Develops and manages Department-wide programs such as the Emerging Leaders Program, the SES Candidate Development Program, Mentoring Program and LEAD HHS; offers a combination of training, coaching, rotational assignments and/or mentors to program participants for the purpose of enhancing job performance and leadership capability; manages the implementation of government-wide programs such as the Presidential Management Fellows Program.

■ E-Learning Services

Utilizes current and emerging technologies to provide training and development opportunities via e-learning. Offers online technical and soft skills training. Manages the HHS Learning Portal—a learning management system that handles online course registration, transcripts, self-study and learning plans for HHS staff. Provides collaborative tools for “communities of practice” to exchange information and share knowledge.

■ Workforce Development Services

Develops and manages services to meet the changing needs of the HHS workforce at the employee, manager and organization levels; organizes training and development classes linked to competencies required for achievement of HHS strategic goals and priorities; offers career counseling and professional development opportunities to HHS staff; provides supervisory and management training; arranges performance consulting and training services tailored to the needs of individual organizations; maintains collaborative partnerships with other federal agencies, and industry leaders to keep abreast of workforce development best practices.

Payroll Services (94216)

Services include managing all aspects of payroll customer services liaison between the Defense Finance and Accounting Service (DFAS) and HHS on all pay related issues, including HHS pay policy, employee pay records, and supporting systems. Functions include: managing payroll service requests from the HHS Operating Divisions and Human Resources Centers; managing customer relations by defining customer needs and service expectations and tracking on-going service performance; overseeing the biweekly time and attendance process; coordinating the Department's payroll activities with DFAS, the HHS payroll provider; providing direction, technical assistance, standard operating procedures for payroll liaisons and other persons who input data or use outputs from the personnel and payroll systems; diagnosing problems and devising solutions to systemic problems and inefficiencies related to payroll payments of HHS employees; providing required HRS information and resolving audit-related issues and findings; and monitoring DFAS performance against the Service Level Agreement.

Offered to: HHS

Service Fee: \$160.54 per W-2 per year

Point of Contact: Evelyn Brockington
Phone: 301-504-3301
E-mail: tbrockington@psc.gov

Services Include:

■ Payroll Customer Service

Coordinates the Department's payroll activities with the Operating Divisions (OPDIVs) and DFAS by analyzing T&A reports and taking proactive and corrective action to ensure accurate and timely payments to employees.

Performance Standard: Will notify OPDIVs and HR Center staff of missing or rejected T&A and, if necessary, request additional information within 3 hours of receipt of reports 95% of the time.

■ Resolution of Missing EFT/Checks

Coordinates with DFAS to resolve EFT return issues or non-receipt of paper checks as submitted by the OPDIVs and HR Center staff via the Peregrine Tracking System.

Performance Standard: Will provide customers the status of each Peregrine ticket within 3 business days 90% of the time.

■ Special Pay

Responsible for requesting "Special Pays" from DFAS in instances where a HHS employee did not receive at least 90% of his/her bi-weekly salary payment.

Performance Standard: 90% of all special pay requests will be submitted to DFAS within 1 business day of receipt within PSD.

STRATEGIC ACQUISITION SERVICE (SAS)

Director: Marc Weisman
Phone: (202) 690-8554
E-mail: marc.weisman@hhs.gov

The Strategic Acquisition Service (SAS) is responsible for providing leadership, policy, guidance and supervision to the procurement operations of the PSC and improving procurement operations within HHS. The major service areas include: *Acquisition Management*, which includes negotiated contracts, simplified acquisitions, and purchase card management; *Strategic Sourcing*, which includes purchasing consolidation of expendable commodities and improvement of procurement practices; and the *Supply Service Center*, which provides pharmaceutical, medical and dental supplies to federal agencies and other related customers worldwide.

Acquisition Management (93704)

Provides services for negotiated contracts, purchase card management, and simplified acquisitions.

Services Include:

■ Negotiated Contracts

Solicits, negotiates, awards, and administers government contracts, which include the acquisition of health care and support services, evaluation design studies and analyses, conference management, technical assistance, information technology, professional services, and commodities. Contract actions can include negotiated sole source contracts and negotiated competitive contracts in the open market over \$100,000. Supports socioeconomic goals and initiatives such as performance-based services acquisition. Over 50 performance-based task order contracts have been competitively awarded to well-known contractors providing customers with technical assistance, studies, and assessments through the use of streamlined acquisition procedures. Several task order contracts with small businesses are available to provide conference management and support services.

Performance Standards: 90% of all acquisitions, determined to be in compliance with Federal regulations and guidelines, will be completed within the following acquisition lead times:

1. Negotiated Contracts (sole source) - up to 105 days
2. Negotiated Contracts (competitive, less complex) - up to 140 days
3. Negotiated Contracts (competitive, complex) - up to 180 days

Offered to: All Federal Agencies

Service Fee: 1.5% of the obligation*

*An additional 25% of the normal service fee will be charged to expedite. A cancellation fee of \$65.00 per hour/time consumed will be charged.

Point of Contact: Christie Goodman
Phone: (301) 443-6557
E-mail: cgoodman@psc.gov

■ Purchase Card Management

The purchase card is the preferred means for authorized government employees to purchase and pay for micro purchases. Under the government-wide commercial purchase card program, PSC Acquisitions issues purchase cards to authorized employees with certain single and monthly spending limits and restrictions coded electronically. Purchase cards are monitored for spending in accordance with Federal Acquisition Regulations.

Performance Standards: 92% of requests for establishment of new purchase cards will be acted upon within 1 business day of receipt of complete information.

Offered to: HHS

Service Fee: \$201.86 per card annually

Point of Contact: Sheri Kretschmaier
Phone: (301) 443-6557
E-mail: skretschmaier@psc.gov

■ Simplified Acquisitions

Awards purchase orders, delivery orders, and blanket purchase agreements for all types of commodities and services utilizing Federal simplified acquisition procedures. Has established several IT blanket purchase agreements against GSA Schedules with leading IT suppliers offering better than GSA Schedule pricing, technology, and price refreshment, as well as volume discounts. A-76 acquisition support services are also available to meet the needs of customer agencies and Federal initiatives. Provides acquisition support for temporary hiring and office equipment repair.

Performance Standards: 85% of all acquisitions, determined to be in compliance with Federal regulations and guidelines, will be completed within the following acquisition lead times:

1. Simplified Acquisitions (less complex) - up to 15 days
2. Simplified Acquisitions (complex) - up to 45 days

Offered to: All Federal Agencies

Service Fee: 4.5% of obligation*

* An additional 25% of the normal service fee will be charged to expedite. A cancellation fee of \$65.00 per hour/time consumed will be charged.

Point of Contact: Ruth Crown
Phone: (301) 443-6557
E-mail: rcrown@psc.gov

Strategic Sourcing (93701)

Responsible for Department-wide initiatives to consolidate purchasing with specific focus on expendable commodities, commercial-like services and systems integration, including conducting spend analysis to support acquisition decisions, implementing change management processes to empower the acquisition community, and investigating and implementing innovative government and industry procurement practices within the HHS acquisition environment.

Performance Standards: Minimum fill and on-time delivery rates of 98% for IT peripherals hardware, office furniture, and office supplies.

Offered to: HHS

Service Fee: 2.2% of obligation

Point of Contact: Maggie Pippin
Phone: (301) 443-7075
E-mail: mpippin@psc.gov

Supply Service Center (93705)

The HHS Supply Service Center (SSC) is a national and international source of pharmaceutical, medical and dental supplies for the healthcare facilities for HHS and other Federal Civilian Agencies. SSC is a full service supply, warehouse and distribution center for pharmaceutical, medical, hospital supplies, and special program needs. SSC offers logistical support worldwide, in concert with technical assistance and material management, to service the customer's requirements.

Special Services are offered from our FDA licensed Pharmacy Repackaging operation. SSC provides over two hundred Unit-of-Use Pharmaceutical Prepacks of solid oral dosage forms to a variety of federal customers. These products are convenient, prescription size, patient ready units labeled for direct distribution to patients by health care providers. All packaging is accomplished using state of the art equipment and all facets of the packaging are supervised by experienced personnel. SSC follows standard industry and FDA approved methods for receiving, sampling, testing, accepting, and repackaging of all supplies.

SSC offers a comprehensive program for National Institute of Health's (NIH) sponsored clinical drug trials. Technical assistance, inventory management, and logistical support are provided to meet the packaging and distribution requirements of clinical drug trials. All services are in cooperation and sponsorship with NIH and other Federal Government Agencies. Agreements with prospective research programs are executed in order for SSC to participate as the Drug Distribution Center (DDC).

In addition, SSC provides Medical Supply Support for Presidential Initiatives, Foreign Assistance, Emergency Disaster Relief and Department of Defense Programs. Procures pharmaceutical and medical products, equipment and related supplies and assembles into kits for the support of the Disaster Response or Special Project Teams.

Performance Standards: 90% of the time customer requests and inquiries will be addresses within 1 business day.

 95% of the time routine orders will be processed and shipped within 2 business days.

 95% of time medical express orders will be processed and shipped within 1 business day.

 Maintain a 95% fill rate standard.

 Maintain a 0.5% delivery discrepancy rate.

 Maintain a 0.05% damaged shipment rate

Offered to: All Federal Agencies

Service Fee: For a list of current products and prices, see the Product Listing/Catalog at <http://ssc.psc.gov>. Price per line item*

*Plus other related expenses such as storage, kit assembly, and repackaging fees may apply.

Point of Contact: Steven F. Pearson
Phone: (410) 642-2244
E-mail: spears@psc.gov

PSC Service Level Agreement General Provisions

The Program Support Center uses the Service Level Agreement (SLA) to document the fee-for-service relationship with its customers. The SLA contains General Provisions that provide the terms and conditions of the agreement. Listed below are the General Provisions that are included in the SLA.

- a. AUTHORITY:** All provisions of this agreement shall comply with 42 USC 231 and the SSF Charter.
- b. SERVICE LEVEL REQUIREMENT ESTIMATION AND CHANGES IN ESTIMATES:** The receiving organization will provide the PSC Business Office projections of projected support volume. Significant changes in the receiving organization's support requirements should be submitted to the PSC in a manner that will permit timely modification of resource requirements. It is the responsibility of the receiving organization to bring these major changes in required support to the attention of the PSC Business Office as soon as possible prior to changing support requirements.
- c. BILLING:** The PSC will provide clear statements of costs incurred (to organizations receiving recurring support) via the PSC Revenue, Invoicing, and Cost Estimation System (PRICES) on-line viewer. The PSC will provide on line access to named points of contact provided by the receiving organization. One-time customers will receive hardcopy billing documents.
- d. BILLING RESOLUTION:** The receiving organization will utilize the customer feedback form, available on the Online Viewer, to submit billing inquiries. The PSC has ten (10) business days to respond to customer inquiries as follows: the PSC Business Office will forward the customer feedback form to the appropriate cost center point of-contact (POC) within three (3) business days of receipt; the cost center POC will respond directly to the customer within seven (7) business days of receipt from the Business Office.
- e. RATES:** All rates expressing the unit cost of services provided in this agreement are based on current SSF Board approved rates. Changes to these rates will be in accordance with the provisions of the SSF Charter. For rate changes that do not require Board action, the receiving organization will be notified immediately of such rate changes that affect the support receivers. All hourly rated services will be charged in increments of quarter hours.
- f. CANCELLATION:** Cancellation of services for receiving organizations is covered by the SSF Charter. This agreement may be revised at any time by the mutual consent of the parties concerned. The PSC may cancel this agreement upon giving at least 180 days written notice to the receiving organization. These cancellations are dependent on SSF Board Charter stipulations as they apply to products/services.
- g. EMERGENCY:** In case of an emergency which affects the PSC, this agreement will remain in force only within the extent of the PSC's capabilities.
- h. FUNDING AND REIMBURSEMENT:** The receiving organization will provide the PSC an annual funding document in advance to cover estimated charges for the fiscal year. At the end of each quarter, customer bills available through PRICES On-Line Viewer will reflect a "Final" designation. The final quarterly billing will be reflected as a drawdown on the PRICES On-Line Viewer funding status report. For one-time customers, the PSC will forward a monthly summary of actual charges incurred during that period. After a five (5) day receiver review period, the PSC will create a job order in the amount of the earned monthly charge. Based on this order, the PSC will prepare and process an IPAC transaction (or other intergovernmental billing, as appropriate). Discrepancies in quarterly charges must be addressed to the PSC Business Office within one hundred and twenty (120) days of the close of the quarter in which the billing occurred. Conversely, the receiving organization will provide the PSC with additional funding to cover charges in excess of advanced fiscal year funding; and credits will be issued in the instance of excess charges.

i. AUDITING: The PSC will permit the receiver to examine documents and other evidence, regardless of form or type, necessary to permit adequate evaluation of cost and pricing data along with computations and projections used in performing the service. The PSC agrees to make this information available at reasonable times for a period of twenty-four (24) months after the end of the fiscal year in which the service was performed.

j SYSTEM SECURITY: The PSC will ensure all levels of system security; computer terminals, communication lines, passwords, access applications and data output are authorized, protected and secured. System security is integrated into PSC's products and service offerings where applicable.

k. SECURITY: The receiving organization will implement the following security requirements. (1) Designate a security point of contact to interface with the PSC Chief Information System Security Officer (CISSO) on security related issues to ensure compliance with Secure One HHS IT Security Policy; (2) Ensure access requests are properly authorized; (3) Ensure access profiles are periodically reviewed; (4) Enforce password complexity requirements per the Secure ONE HHS and PSC guidance; (5) Ensure physical access to computers or terminals that provide access to PSC systems is restricted; (6) Ensure security incidents that impact access to PSC systems are timely communicated to the PSC CISSO; and (7) Ensure users adhere to the governing "Rules of Behavior" for the PSC system.



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